

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74857 - Suspended Campaign H291 - XCL / AJ20P - Ingenium 2.0 Petrol Coolant Pump (P2B61-73 / P26CB-72)

**Models :** E-Pace / X540

E-Pace / X540 (China L2C)

F-Pace / X761

F-Type / X152

XE / X760

XE / X760 (China L2C)

XF / X260

XF / X260 (China L2C)

**Engineer** Chris Davies

**Name :**

**Last** 16 JUN 2020 13:19:48

**Modified :**

**Category :** Engine

**Symptom :** 402000 Cooling System Concerns

**Content :** Issue:

- E-Pace / X540 - 19MY Onwards
- F-Pace / X761 - 19MY Onwards
- F-Type / X152 - 19MY Onwards
- XE / X760 - 19MY Onwards
- XF / X260 - 19MY Onwards

H291 campaign was rescinded as of 9th June 2020, due to software for X540 is not currently available to resolve the customer symptom below, which will result in unsuccessful downloads.

Customers may experience excessive cooling fan noise in the passenger compartment and eventual degradation of the engine cooling system performance. The following Diagnostic Trouble Codes (DTCs) may be stored in the Powertrain Control Module (PCM):

- P2B61-73
- P26CB-72

The campaign is estimated to be re-issued on or before 10th July 2020.

**Cause:**

The coolant diversion shroud inside the variable coolant pump is not moving to the correct position when requested by the PCM. The PCM then activates the engine cooling fans at high speed to avoid potential overheating.

**Action:**

X540:

If an X540 visits a retailer before the campaign is re-issued and has the symptoms stated above please replace the cooling pump.

For all other models stated above;

**CAUTION: This procedure requires a minimum of Pathfinder 285 loaded or later.**

1. Connect the JLR approved battery support unit.
2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
3. Follow the JLR approved diagnostic equipment prompts.
4. Select 'ECU Diagnostics'.
5. Select 'Powertrain control module [PCM]'.
6. Select 'Update ECU'.
7. Follow all on-screen instructions to complete the task.
8. If required, reset the vehicle to 'Transportation mode'.
9. When all the tasks are complete, exit the session.
10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

**Please note: H291 claims may only be submitted once the campaign is made live again. Any claims submitted during the suspended period will be auto rejected. During this period please refer to RTS and JLR warranty policy to claim for the rectifications detailed above.**

This SSM will be removed once the campaign is re-issued, estimated to be on or before 10th July 2020.